

About Us

The **Program Analysis Division** collects, integrates, and analyzes information from a number of sources that include: 1) front-line, real time feedback measurement systems at the interface points with SFA's student, financial institution, and school customers; 2) the survey and other data generated by the Performance Measures and Program Development Divisions; 3) customer profile information; and 4) data collected from private sector and other government sources. The Program Analysis Division performs its analyzes by working with internal and external experts, and teaming with and coordinating the efforts of other SFA analysts.

PAD currently engages in a limited number of Ongoing Analysis projects like the development of monthly program statistics that cut across Channel and Enterprise units. The Program Analysis Division also engages in a series of targeted research and analysis projects some of which are required by statute while others are designed to ensure program integrity, assist in risk management activities, and/or quantify SFA performance measures.

The key contacts within the Program Analysis Division are:

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Mission Statement

The mission of the **Program Analysis Division** is to provide the SFA Chief Operating Officer, the Channels, and the Enterprise Offices with analyzes they can use individually and collectively to proactively modify processes for improving customer and employee satisfaction, reducing unit costs, and ensuring program integrity. The Program Analysis Division aggregates and analyzes data from across Channel and Enterprise unit boundaries and identifies and summarizes pertinent research from throughout both SFA and from private industry sources.

Research Agenda

The Program Analysis Division is currently engaged in the following research and analysis projects:

- Lender Inducements – *risk management*
- Mid-Year Transfers – *risk management*
- Unpaid Refunds Study – *required by statute*
- Ad hoc requests for information

- DL vs. FFEL Cohort Default Rates Analysis – *risk management, strategic planning, information for proactive program change*
- OIG Corrective Action Plan on Consolidating Defaulters – *risk management, OIG required SFA action items*
- Development of monthly program statistics cutting across Channel and Enterprise units – *one of the 2001 Performance Measures, risk management, strategic planning, information for proactive program change*
- Review of ability-to-benefit tests - *required by statute, risk management, program integrity*